

Formal Complaint
Illinois Commerce Commission
527 E. Capital Avenue
Springfield, Illinois 62701

I am attaching this page to accompany my formal complaint because my handwriting may be difficult to read.

Reason for complaint:

- Excessive Charges
- Disconnection Notice
- Negative Information Reported to Credit Bureaus (3)
- Haphazard Billing Process
- Late charges added while bill is in dispute

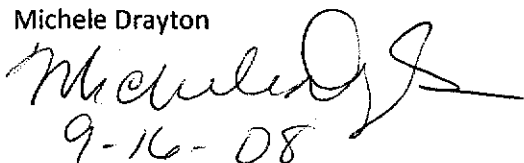
My complaint addresses the following issues:

- The accuracy and "reasonableness" of a \$3,340.79 bill subsequent to a meter assignment error by People's Gas. The error was never formally acknowledged in writing; rather the occupant received a bill with two meter readings and had to call for an explanation.
- Unusually high usage readings incurred for a 5-bedroom, approximately 1,500 square-foot condominium occupied by a single resident who is away from the residence Monday through Friday from approximately 8 a.m. until 6 p.m. A PG inspector noted that the bill charges were more in line with a three-flat building.
- Receipt of a bill on North Shore letterhead and another with a higher starting balance compared to the ending balance of the previous month, i.e. \$3,340.79 versus \$2,859.99, suggesting haphazard billing practices and raising questions about billing accuracy.
- A charge for \$427 that was later cancelled, despite the presence of a device that a PG representative told occupant and ICC representative gives accurate readings. That occurrence again suggests haphazard billing practices.
- See attached letters sent to Citizens Utility Board and ICC.

State what you want the commission to do

- Bill reduction based on the date that Peoples Gas determined the meter was properly working.
- Removal of adverse credit information from three credit bureaus
- Removal of \$49 late charges
- Clarity about whether meter provides accurate or estimated readings. Additionally, consideration of placement of an external meter
- Consistent monthly billing

Michele Drayton


9-16-08

April 30, 2008

Peoples Gas
130 East Randolph Drive
16th Floor
Customer Support – Billing
Chicago, IL 60601

To Whom It May Concern:

I am accountholder, 3-5000-4893-0086, and am writing to dispute my recent bill for \$2,549.49, identify billing errors, and request that my meter be checked for proper operation.

I became a resident of _____, a new condo conversion, in mid-September, 2007. My initial bills from Peoples Gas showed charges of \$22.29 on a bill dated 10/29/07, \$67.45 on a bill dated 12/27/07, and \$152.15 on a bill dated 2/28/08. The meter noted on the bills was P2786413.

On a bill dated 4/4/08, the statement showed a \$2,549.49 charge and identified two meter numbers, the former and P2786685. After receiving the bill, I called Peoples Gas and was told that the meter identified as P2786685 is attached to my apartment. I subsequently requested an itemized bill showing monthly usage for P2786685. I never received the itemized bill although a customer service representative said I would. Supervisor Robert Peters said he would follow up but didn't.

On 4/21/08, I called Peoples Gas to again attempt to rectify this problem and requested that a meter reader check my meter. Darrick Robinson, 05402, came on Saturday, April 26, and noticed that the gauge for meter P2786685 was moving even though my thermostat was off, the stove was off and no water was running inside my apartment. The thermostat has been off since April 24-25. I pointed out to Mr. Robinson that meter P2786413 appeared to be assigned to a different apartment, currently unoccupied. Based on Mr. Robinson's observation, I called Peoples Gas to report this matter. A customer service representative disconnected me. Eventually, I was connected to supervisor, Rachel E., who assured me that the company would call me to schedule a site visit so that I could arrange to be home.

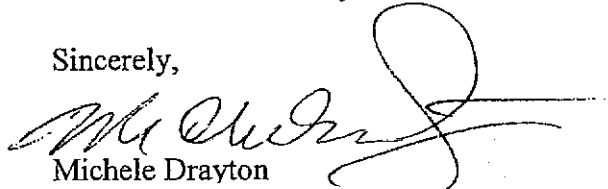
On 4/29/08, a card was left in my mailbox indicating a representative had stopped by for the purpose of a high bill investigation. I had provided Peoples Gas with my home, work and cell phone numbers but was not contacted beforehand and, therefore, not available.

Peoples Gas erroneously assigned my meter number and assigned charges based on a questionable initial estimate. I compared my bill with other residents in the building – the owner of a 2,800 duplex, twice the square footage of my unit, was charged \$1,400 for the entire year. A third-floor resident paid in the \$300-range during the coldest months this winter.

Based on the operation of the meter gauge that Mr. Robinson observed, I also request that my heating equipment be checked to make sure it is working properly and that lines are not being crossed with other apartments, either occupied or unoccupied.

I would like this matter to be rectified as soon as possible. I may be reached at 312-242-6044 Monday through Friday from 9 a.m. to 5 p.m. At other times you may reach me at 813-401-0498. Thank you.

Sincerely,

A handwritten signature in black ink, appearing to read 'Michele Drayton', with a large, stylized loop at the end.

Michele Drayton

Chicago, IL 60653

Attachments: Four Bills for Account Number, 3500048930086, dated 10/29/07, 12/27/07, 2/28/07, 4/408; Card from Meter Reader

June 4, 2008

Peoples Gas
130 East Randolph Drive
16th Floor
Customer Support – Billing
Chicago, IL 60601

To Whom It May Concern:


I am accountholder 3-5000-4893-0086 and am writing to further dispute my recent bills for the reasons previously outlined in my letter, dated April 30, 2008, and sent by certified mail.

As I mentioned in that letter, my thermostat has been off since April 24-25 and because Peoples Gas has not checked the integrity of my heating unit, I do not know whether the charges of \$310.50 on a bill dated 4/28/08 and \$116.50 on a bill dated 5/28/08 are accurate. (It is not clear to me why the latter bill is on North Shore Gas letterhead.) As I mentioned in my previous letter, one of your workers noticed that my meter gauge moved even though the thermostat was off, suggesting a mechanical or operational problem.

I took time off work May 27, 2008 for a scheduled appointment, but Peoples Gas cancelled.

This situation has become a major aggravation, disrupting my home and professional life and I would like it to be quickly rectified. I can be reached at 312-242-6044 Monday through Friday from 9 a.m. to 5 p.m. At other times, you may reach me at 813-401-0498. I would prefer to schedule a weekend appointment, so that I don't lose additional time from work.

Sincerely,


Michele Drayton

Chicago, IL 60653

Attachments: Two Bills for Account Number 3500048930086 dated 4/28/08 and 5/28/08.

Cc: Citizens Utility Board

July 2, 2008

Illinois Commerce Commission
527 East Capitol Ave
Springfield, IL. 62701

Good Morning,

I am writing to inform you of an ongoing dispute I have with **Peoples Gas (PG)** in Chicago regarding an incorrect meter assignment, billing charges that differ markedly from those of neighbors in the same size and larger apartments inside a six-unit building, and the company's reporting information to credit reporting bureaus even though I paid bills up until the point of the dispute over a \$2,549.49 lump sum bill and documented my complaint company in writing.

I moved into _____ in mid-September 2007 and began paying bills related to a meter, P2786413. I paid a total of \$241.89 for bills dated Oct. 29 (\$22.29); Dec. 27 (\$67.45); and Feb. 28, 2008 (\$152.15).

The bill that arrived in April showed a \$2,549.49 charge covering Sept. 13, 2007 to March 28, 2008 and identified two meters, the original and a new one, P2786685. Upon phoning PG in early April, a customer service representative said the original meter assigned to my apartment was incorrect. The charges assigned to the correct meter were based on an estimated start point of 1137 cubic feet made on Sept. 23, 2007, according to the bill.

I requested a monthly breakdown of charges and a supervisor assured me in April it would be sent. I requested the same in a certified letter dated April 30. The statements arrived after June 12 after I filed a complaint with the Citizens Utility Board in Chicago.

Not only did I question the high bill, but a PG inspector also found it questionable when he checked the meter during a site inspection I requested. PG inspectors checked all but one of the six units; unit #1N is unoccupied so inspectors could not gain access to verify that the dryer, stove and central heating unit did not impinge on my gas line.

I compared my bill to other occupants; a married couple and houseguest in the 2,800-square-foot duplex - double the size of my apartment - paid \$1,400 for the entire year. I am the only occupant of my unit and a working professional who is away from home from 7:30 a.m. to 6 p.m. Monday through Friday. I rarely cook and operate my clothes dryer about every other week.

I formally complained to PG in a second certified letter dated June 4 after receiving an April 28 bill for \$310.50 and a May 12 bill for \$116.50 because the site inspections were incomplete and because my central heating device had been switched off in April after I received the \$2549.49 bill. The May 12 bill also shows a higher starting balance - \$3,340.79 - than the ending balance of the previous April 28 bill - \$2,859.99. I have been

unsuccessful at obtaining a clear explanation why and thus continued to formally dispute the subsequent bills. The latter bill also showed a cancellation of \$427. If that charge was being cancelled, I wondered whether previous charges could be erroneous.

In responding belatedly to my request for a monthly breakdown of charges, PG mailed me a stack of "duplicate bills." That description suggests I received originals bills when I did not. I received a lump sum bill for \$2549.49, requested a breakdown in April, and received duplicate bills after June 12. I expressed my concern with Ms. Campos, whose enclosed letter arrived with the duplicate bills, at the PG Contact Center and she said she would send me a letter explaining that original bills were never sent. I did not receive the letter. I emphasize the point because such "duplicate bills" could be used by PG to report adverse credit information to bureaus.

I paid my gas bills from October through March and should not be held at fault because of PG's error and its delay in providing a monthly breakdown of charges. I have not paid a bill since March because evidence suggests the charges are inaccurate and the billing methods, haphazard. Before I write a check, I want to be confident that charges are accurate.

I am writing ICC hopeful that its work in the 2001 case against Peoples Gas may help me obtain straight answers and a speedy resolution to this matter. Once this matter is resolved, I request documentation that adverse credit information has been removed from credit reporting bureaus.

Enclosed are related documents, including bills, duplicate bills, letters to Peoples Gas.

Sincerely,



Michele Drayton

Chicago, IL 60653

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cc: Peoples Gas, State Attorney's Office, The Chicago Tribune, Better Business Bureau, Chicago 3rd Ward Alderman Pat Dowell

Enclosures: Original Bills, Duplicate Bills, Letters to Peoples Gas

July 3, 2008

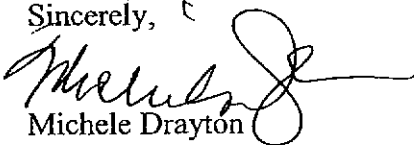
Illinois Attorney General
Chicago Main Office
100 West Randolph Street
Chicago, IL 60601
Attention: Consumer Complaints Re: Peoples Gas

Good Morning,

Enclosed are letters detailing a complaint about a lump sum bill I received from Peoples Gas. As a recent transplant to Chicago, I was unaware that utility companies do not have to send monthly bills as a matter of routine. I do not know whether I was accurately billed, but I question how a company that touts itself as customer-focused can practice business in such a way and not give customers an opportunity to modify their gas usage before it is too late.

I hope my circumstances may be instructive for other Chicago consumers who might face similar circumstances.

Sincerely, ^c



Michele Drayton

PEOPLES GAS

NATURAL GAS DELIVERY

www.peoplesgasdelivery.com

Bill Date	Account Number	Payment Due Date	Amount Due
10/29/2007	3 5000 4893 0086	11/20/2007	\$22.29

Name: Michele Drayton
Service Address:

Service Classification: Rate 1 - Small Residential Service - Non-Heating

Delivery Charge				
Customer Charge				\$13.86
Under 50 Therms	\$.36375 x	6.06 Therms =		\$2.20
				\$16.06
Environmental Charge	\$.03240 x	6.06 Therms =		\$0.20
Gas Charge	\$.69010 x	6.06 Therms =		\$4.18
Taxes				
Chicago Municipal Tax	\$20.44 x	8.24 % =		\$1.68
State Tax	\$20.44 x	0.10 % =		\$0.02
State Gas Revenue Tax	\$.024 x	6.06 Therms =		\$0.15
				\$1.85

Total Current Charges **\$22.29**

AMOUNT DUE **\$22.29**

Messages

To pay your gas bill by credit card, call 1-866-295-0086. A convenience fee will apply.

Peoples Gas

Customer Inquiries 1-866-556-6001
Emergencies 1-866-556-6002
En Español 1-866-556-6003
TDD Line 1-866-556-6007

Current Usage
Billing Period From 09-13-07 To 10-27-07 44 days

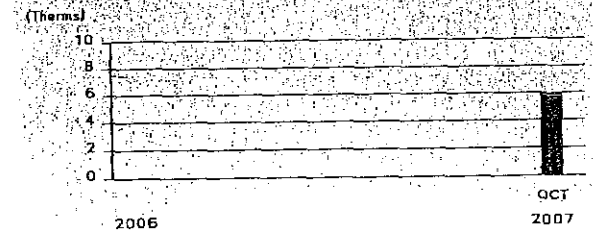
Meter Reading

Meter Number P2786413
Current Actual 767 10-27-07
Previous Estimate 761 09-13-07
Difference 6 (100 Cubic Feet)

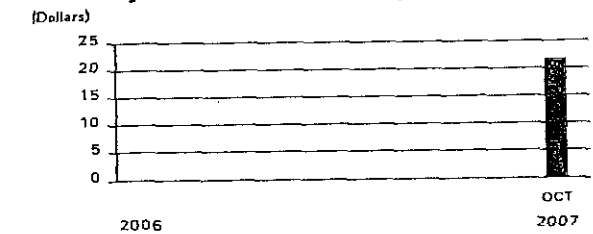
Therm Conversion
6 x 1.011 BTU Factor = 6.06 Therms

Average Daily	Oct 2006	Oct 2007
Therms Used	N/A	14
Temperature	53 °F	62 °F

Summary of Usage in Therms



Summary of Total Current Charges



The gas charge for October is 68.11 cents per therm and for September it was 70.45 cents per therm. The gas charge reflects how much Peoples Gas pays for gas, which is what you pay.

See back of bill for definitions of terms used on this bill.

Bill Date	Account Number	Payment Due Date	Amount Due
12/27/2007	3 5000 4893 0086	01/18/2008	\$67.45

Name: Michele Dravton
 Service Address:

Service Classification: Rate 1 - Small Residential Service - Non-Heating

Activity Since Last Bill

Previous Balance \$22.29
 Thank You For Your Payment - \$22.29
 Balance \$0.00

Delivery Charge

Customer Charge \$36375 x 36.43 Therms = \$18.90
 Under 50 Therms \$13.25
 \$32.15

Environmental Charge \$03310 x 36.43 Therms = \$1.21

Gas Charge \$77130 x 36.43 Therms = \$28.10

Taxes

Chicago Municipal Tax \$61.46 x 8.24 % = \$5.06
 State Tax \$61.46 x 0.10 % = \$0.06
 State Gas Revenue Tax \$0.24 x 36.43 Therms = \$0.87
 \$5.99

Total Current Charges

\$67.45

AMOUNT DUE

\$67.45

Messages

During this busy time of year, we want to make paying your bill quick and easy. Be sure to read this month's *Energize* to learn about payment options that can simplify your life.

To pay your gas bill by credit card, call 1-866-295-0086. A convenience fee will apply.

PG960E

Peoples Gas

Customer Inquiries 1-866-556-6001
 Emergencies 1-866-556-6002
 En Español 1-866-556-6003
 TDD Line 1-866-556-6007

Current Usage

Billing Period From 10-27-07 To 12-27-07 61 days

Meter Reading

Meter Number P2786413
 Current Actual 803 12-27-07
 Previous Actual 767 10-27-07
 Difference 36 (100 Cubic Feet)

Therm Conversion

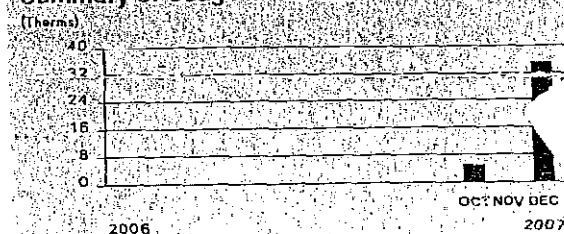
36 x 1.012 BTU Factor = 36.43 Therms

Average Daily Dec 2006 Dec 2007

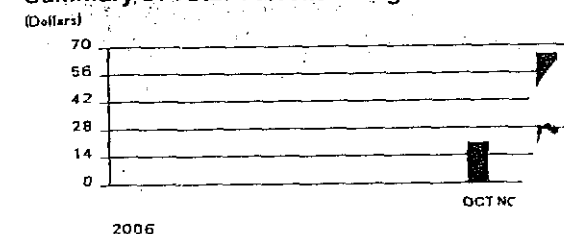
Therms Used N/A 60

Temperature 38 °F 35 °F

Summary of Usage in Therms



Summary of Total Current Charges



The gas charge for December is 77.72 cents per therm for November it was 77.80 cents per therm. The reflects how much Peoples Gas pays for gas, what you pay.

See back of bill for definitions of terms on this bill.

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PEOPLES GAS

NATURAL GAS DELIVERY

www.peoplesgasdelivery.com

Bill Date	Account Number	Payment Due Date	Amount Due
02/28/2008	3 5000 4893 0086	03/21/2008	\$152.15

Name: Michele Drayton

Service Address:

Service Classification: Rate 1 - Small Residential Service - Non-Heating

Activity Since Last Bill
Previous Balance
Thank You For Your Payment
Balance

\$67.45
- \$67.45
\$0.00

Delivery Charge

Standardized Customer Charge			\$21.93
Old Rate First 50 Therms	\$36375 x	76.19 Therms =	\$27.71
New Rate First 50 Therms	\$33606 x	23.81 Therms =	\$8.00
Old Rate Over 50 Therms	\$11445 x	.14 Therms =	\$0.02
			\$57.66

Gas Charge
Environmental Charge

\$77160 x	100.18 Therms =	\$77.30
\$03250 x	100.18 Therms =	\$3.26

Taxes

Chicago Municipal Tax	\$138.22 x	8.24 % =	\$11.39
State Tax	\$138.22 x	0.10 % =	\$0.14
State Gas Revenue Tax	\$024 x	100.18 Therms =	\$2.40
			\$13.93

Total Current Charges

\$152.15

AMOUNT DUE

\$152.15

Messages

This bill represents 48 days billed under delivery rates in effect prior to February 14, 2008 and 15 days billed under rates effective February 14, 2008.

For information about changes to gas delivery rates, please see the enclosed information or visit our Web site at peoplesgasdelivery.com.

To pay your gas bill by credit card, call 1-866-295-0086. A convenience fee will apply.

Low milo 2/28/08

Peoples Gas

Customer Inquiries: 1-866-556-6001
Emergencies: 1-866-556-6002
En Español: 1-866-556-6003
TDD Line: 1-866-556-6007

Current Usage

Billing Period From 12-27-07 To 02-28-08 63 Days

Meter Reading

Meter Number: P2786413
Current Actual: 902 02-28-08
Previous Actual: 803 12-27-07
Difference: 99,100 Cubic Feet

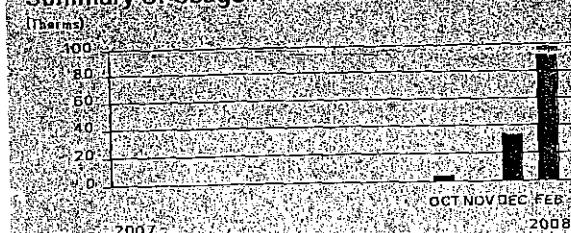
Therm Conversion

99 x 1.012 BTU Factor = 100.18 Therms

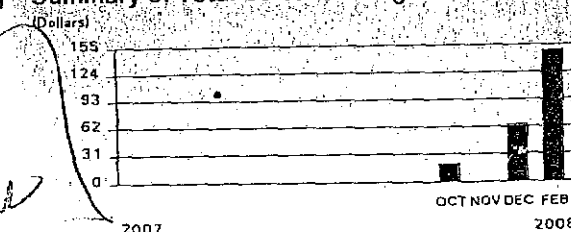
Average Daily

	Feb 2007	Feb 2008
Therms Used	N/A	1.59
Temperature	25°F	23°F

Summary of Usage in Therms



Summary of Total Current Charges



The gas charge for February is 80.61 cents per therm and for January it was 73.97 cents per therm. The gas charge reflects how much Peoples Gas pays for gas, which is what you pay.

See back of bill for definitions of terms used on this bill.

PEOPLES GAS

NATURAL GAS DELIVERY

www.peoplesgasdelivery.com

Bill Date	Account Number	Payment Due Date	Amount Due
04/04/2008	3 5000 4893 0086	04/28/2008	\$2,549.49

Name **Michele Drayton**
Service Address

Service Classification **Rate 1 - Small Residential Service - Heating**

Activity Since Last Bill

Previous Balance \$152.15
Thank You For Your Payment - \$100.00
Cancel Prior Billing (09-13-2007 to 09-13-2007) - \$241.89
Credit **- \$189.74**

Delivery Charge

Prorated Customer Charge \$71.59
Old Rate First 50 Therms \$36375 x 255.00 Therms = \$92.76
New Rate First 50 Therms \$33606 x 73.33 Therms = \$24.64
Old Rate Over 50 Therms \$11445 x 1,699.70 Therms = \$194.53
New Rate Over 50 Therms \$10580 x 488.81 Therms = \$51.72
\$435.24

Gas Charge \$77660 x 2,516.84 Therms = \$1,954.58
Environmental Charge \$03290 x 2,516.84 Therms = \$82.80

Taxes

Chicago Municipal Tax \$2,472.62 x 8.24 % = \$203.74
State Tax \$2,472.62 x 0.10 % = \$2.47
State Gas Revenue Tax \$024 x 2,516.84 Therms = \$60.40
\$266.61

Total Current Charges **\$2,739.23**

AMOUNT DUE **\$2,549.49**

Messages

This bill represents 153 days billed under delivery rates in effect prior to February 14, 2008 and 44 days billed under rates effective February 14, 2008.

Play it safe this Spring! Be sure to read this month's Energize for important safety information.

To pay your gas bill by credit card, call 1-866-295-0086. A convenience fee will apply.

Peoples Gas

Customer Inquiries 1-866-556-6001
Emergencies 1-866-556-6002
En Español 1-866-556-6003
TDD Line 1-866-556-6007

Current Usage

Billing Period From 09-13-07 To 03-28-08 197 days

Meter Reading

Meter Number P2786685
Current Actual 3624 03-28-08
Previous Estimate 1137 09-23-07
Difference 2487 (100 Cubic Feet)

Meter Number P2786413

Current Estimate 761 09-23-07
Previous Estimate 761 09-13-07
Difference 0 (100 Cubic Feet)

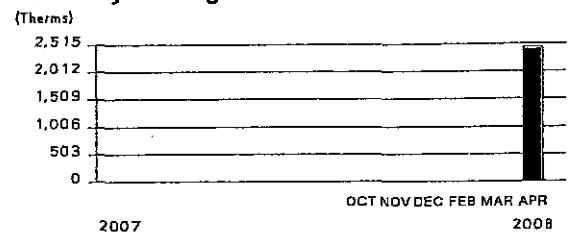
Therm Conversion

2487 x 1.012 BTU Factor = 2,516.84 Therms

Average Daily

	Mar 2007	Mar 2008
Therms Used	N/A	12.78
Temperature	38 °F	37 °F

Summary of Usage in Therms



The gas charge for April is 102.01 cents per therm and for March it was 93.45 cents per therm. The gas charge reflects how much Peoples Gas pays for gas, which is what you pay.

See back of bill for definitions of terms used on this bill.

PEOPLES GAS

ACCOUNT NUMBER: 3 5000 4893 0086

#BWNWSD **CAR-RT SORT **B004
#2007360460#

MICHELE DRAYTON
PO BOX 06453
CHICAGO IL 60606-0453

PEOPLES GAS
CHICAGO IL 60687-0001

Please Pay By 04/28/2008 \$2,549.49

Please write your account number on your check.

Amount Due

\$2,549.49

Amount Enclosed

Yes, I would like to pledge one dollar per month to the Share the Warmth fund which helps low-income customers pay energy bills. I have added one dollar to my payment. Check this box -> ☐

Please do not write or stamp below this line.

463500048930086000090000025494900000

Bill Date	Account Number	Payment Due Date	Amount Due
04/28/2008	3 5000 4893 0086	05/20/2008	\$2,859.99

Name Michele Drayton

Service Address

Service Classification Rate 1 - Small Residential Service - Heating

Activity Since Last Bill

Previous Balance \$2,549.49
Balance \$2,549.49

Delivery Charge

Customer Charge \$15.95
First 50 Therms \$336.06 x 50.00 Therms = \$16.80
Over 50 Therms \$105.80 x 171.62 Therms = \$18.16
\$50.91

Gas Charge \$1,011.80 x 221.62 Therms = \$224.24
Environmental Charge \$0.2950 x 221.62 Therms = \$6.54

Taxes

Chicago Municipal Tax \$281.69 x 8.24 % = \$23.21
State Tax \$281.69 x 0.10 % = \$0.28
State Gas Revenue Tax \$0.24 x 221.62 Therms = \$5.32
\$28.81

Total Current Charges \$310.50

AMOUNT DUE \$2,859.99

Messages

At the time of this statement, your account was past due. Please pay \$2,859.99 today. Continual late payments can result in a negative credit rating, deposit requests and even disconnection of service.

Play it safe this spring! Be sure to read this month's Energize for important safety information.

To pay your gas bill by credit card, call 1-866-295-0086. A convenience fee will apply.

Peoples Gas

Customer Inquiries 1-866-556-6001
Emergencies 1-866-556-6002
En Español 1-866-556-6003
TDD Line 1-866-556-6007

Current Usage

Billing Period From 03-28-08 To 04-28-08 31 days

Meter Reading

Meter Number P2786685
Current Actual 3843 04-28-08
Previous Actual 3624 03-28-08
Difference 219 (100 CUBIC FT)

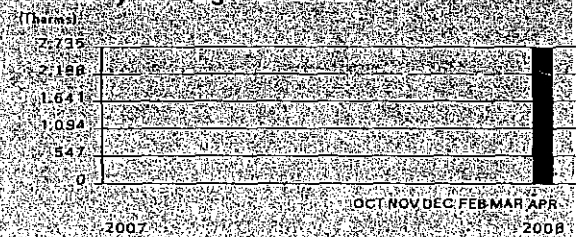
Therm Conversion

219 x 1.012 BTU Factor = 221.62 Therms

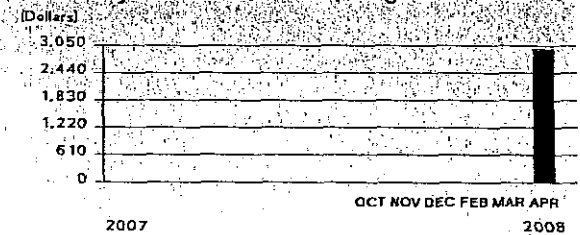
Average Daily Apr 2007 Apr 2008

Therms Used N/A 7.15
Temperature 45°F 48°F

Summary of Usage in Therms



Summary of Total Current Charges



The gas charge for April is 102.01 cents per therm and for March it was 93.45 cents per therm. The gas charge reflects how much Peoples Gas pays for gas, which is what you pay.

See back of bill for definitions of terms used on this bill.

#BWNWSD **CAR-RT SORT **B004
#2008014176#

|||||
MICHELE DRAYTON
PO BOX 06453
CHICAGO IL 60606-0453

PEOPLES GAS
CHICAGO IL 60687-0001

Please Pay By 05/20/2008 \$2,859.99

Please write your account number on your check.

Amount Due

\$2,859.99

Amount Enclosed

Yes, I would like to pledge one dollar per month to the Share the Warmth fund which helps low-income customers pay energy bills. I have added one dollar to my payment. Check this box -> ☐

Please do not write or stamp below this line.

46350004873008600008000002859900000



PEOPLES GAS_™

NATURAL GAS DELIVERY

www.peoplesgasdelivery.com

Bill Date	Account Number	Payment Due Date	Amount Due
06/12/2008	3 5000 4893 0086	07/07/2008	\$3,030.29

Name **Michelle Drayton**
 Service Address **Chicago IL 60653-3410**
 Service Classification **Rate 1 - Small Residential Service - Heating**

Activity Since Last Bill

Previous Balance \$3,340.79
 Cancel Prior Billing (03-28-2008 to 05-28-2008) - \$427.00
 Balance **\$2,913.79**

Delivery Charge

Customer Charge \$15.95
 First 50 Therms \$16.80
 Over 50 Therms \$0.91
\$33.66

Gas Charge \$1.22710 x 58.63 Therms = \$71.94
 Efficiency Program \$0.42
 Environmental Charge \$1.81
 Volume Balancing Adj -\$1.60

Taxes

Chicago Municipal Tax \$106.23 x 8.24 % = \$8.75
 State Tax \$106.23 x 0.10 % = \$0.11
 State Gas Revenue Tax \$0.24 x 58.63 Therms = \$1.41
\$10.27

Total Current Charges

\$116.50

AMOUNT DUE

\$3,030.29

Messages

At the time of this statement, your account was past due. Please pay \$3,030.29 today. Continual late payments can result in a negative credit rating, deposit requests and even disconnection of service.

Please note two new items may appear on your bill this month; Volume Balancing Adj. and the Efficiency Program. Information is available at peoplesgasdelivery.com.

To pay your gas bill by credit card, call 1-866-295-0086. A convenience fee will apply.

Peoples Gas

Customer Inquiries 1-866-556-6001
 Emergencies 1-866-556-6002
 En Español 1-866-556-6003
 TDD Line 1-866-556-6007

Current Usage

Billing Period From 04-28-08 To 05-28-08 30 days

Meter Reading

Meter Number P2786685
 Current Actual 3901 05-28-08
 Previous Actual 3843 04-28-08
 Difference 58 (100 Cubic Feet)

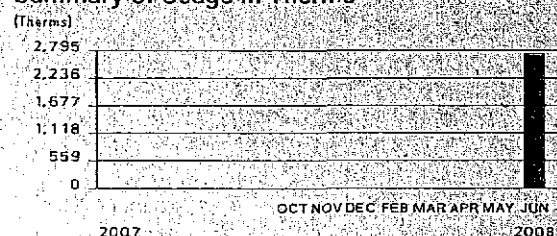
Therm Conversion

58 x 1.011 BTU Factor = 58.63 Therms

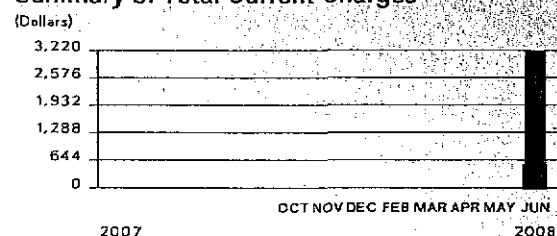
Average Daily

Therms Used May 2007 N/A May 2008 1.95
 Temperature 62 °F 54 °F

Summary of Usage in Therms



Summary of Total Current Charges



The gas charge for June is 122.19 cents per therm and for May it was 124.19 cents per therm. The gas charge reflects how much Peoples Gas pays for gas, which is what you pay.

See back of bill for definitions of terms used on this bill.

427 PG360L

PEOPLES GAS.

ACCOUNT NUMBER: 3 5000 4893 0086

Please Pay **\$3,030.29**
 Late After 07/07/2008 **\$3,078.79**

Please write your account number on your check.

Amount Due

\$3,030.29

Amount Enclosed

#BWNWSD **CAR-RT SORT **B004
 #2011943574#

MICHELE DRAYTON
 PO BOX 06453
 CHICAGO IL 60606-0453

PEOPLES GAS
 CHICAGO IL 60687-0001

Yes, I would like to pledge one dollar per month to the Share the Warmth fund which helps low-income customers pay energy bills. I have added one dollar to my payment. Check this box -> ☐

Please do not write or stamp below this line.

463500048930086000030000030302900000



PEOPLES GAS.
NATURAL GAS DELIVERY

Customer Service: 1-866-556-6001
Spanish: 1-866-556-6003 Emergency: 1-866-556-6002

	Date Issued	Account Number	Amount Due
If you do not want your gas service shut off, you must pay \$2,549.49 before 07-07-08	06/28/08	3-5000-4893-0086	\$2,549.49

CUSTOMER

LCC807 032107

CHARGES

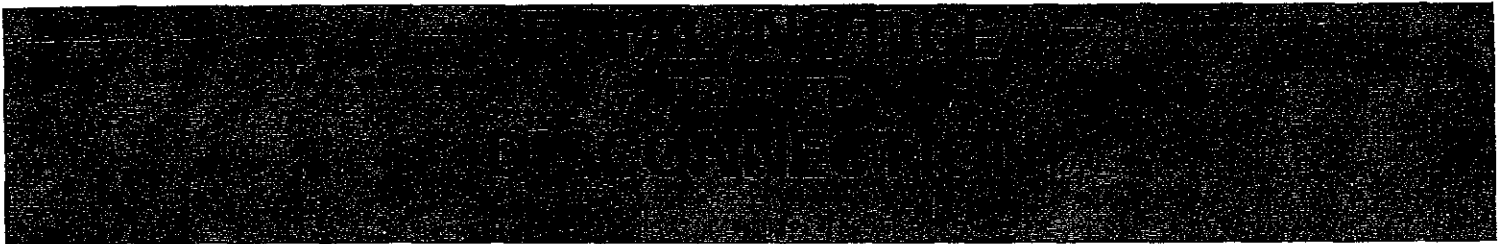
4.012 P1246G2

Name Michele Drayton
Account Number 3 5000 4893 0086
Service Address

Phone Number (773)855-2390
Service Classification Rate 1 - Small Residential Service
Heating Account YES

Past Due Bill Amount

\$2,549.49



YOU MUST PAY THE TOTAL AMOUNT DUE IMMEDIATELY TO AVOID LOSS OF GAS SERVICE.

- We have reported your payment history to a credit bureau and your credit rating will be adversely affected.
- Failure to pay will result in referral to a collection agency.
- If service is disconnected, you will be required to pay 100% of your account balance, a security deposit and a reconnection charge of up to \$300.

You may be able to make arrangements for extended payments to avoid disconnection by calling us toll free at 1-866-556-6001. Representatives are available Monday through Friday from 7:00 a.m. to 7:00 p.m., and on Saturday from 7:00 a.m. to 3:00 p.m. To pay your gas bill by credit card, simply call 1-866-295-0086. There is a service fee. You can also make arrangements on our Web site at peoplesgasdelivery.com.

Usted debe pagar el saldo total de su cuenta inmediatamente y así evitar la desconexión de su servicio de gas.

- Hemos enviado su historial de pago a una oficina de crédito y su crédito será afectado negativamente.
- El no pagar el saldo de su cuenta resultará en que su cuenta sea remitida a una agencia de cobranza.
- Si su servicio de gas es desconectado por falta de pago, usted tendrá que pagar 100% del saldo pendiente en su cuenta, un depósito como garantía y un cargo de reconexión de hasta \$300.

Llame al teléfono gratuito 1-866-556-6003 para saber si podría pagar a plazos el saldo de su cuenta y así evitar desconexión de su servicio de gas. Nuestros representantes están disponibles de 7:00 a.m. - 7:00 p.m. de lunes a viernes, y de 7:00 a.m. - 3:00 p.m. los sábados. Si desea pagar su factura con una tarjeta de crédito, simplemente llame al 1-866-295-0086. Hay un cargo por el servicio. También puede hacer arreglos en nuestro sitio web en peoplesgasdelivery.com.

*Return this portion with your check made payable to Peoples Gas. Please write your account number on your check.
Your service is provided by Peoples Gas.*

PEOPLES GAS.

Account Number: 3-5000-4893-0086

|||||
MICHELE DRAYTON
PO BOX 06453
CHICAGO IL 60606-0453

Service is subject to being discontinued on or after 07-07-08 because you owe \$2,549.49

Amount Paid \$
If paying by mail, please allow 5 days for delivery.

PEOPLES GAS
CHICAGO IL 60687-0001

463500048930086000090000025494900000